



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Receptionist (LSE Residences)

Department/Division: Residential and Catering Services
Accountable to: Operations Manager

| Competency | Criteria | E/D |
|--|---|----------|
| Knowledge and Experience | Experience of working in a customer service-focussed role in a busy, fast paced environment | E |
| | Experience of a customer service role in the the hospitality sector | E |
| | Knowledge of the residential operation at LSE | D |
| | Experience of using a property management system (Rezlynx) | D |
| | Experience of using Planon. | D |
| | Good working knowledge of Microsoft Office suite including Word, Excel and Outlook and Teams. | D |
| | Proficient in the use of social media platforms. | E |
| Service Delivery | High level of attention to detail. | E |
| | Ability to effectively assist colleagues to resolve issues when needed. | E |
| | Ability to monitor the quality of the service provided by the reception team and to make improvements where needed. | E |
| Planning and Organising Resources | Ability to prioritise tasks to meet competing objectives. | E |



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| | <p>Ability to manage time effectively and self-motivate without supervision.</p> <p>Ability to organise events for colleagues and students, to motivate and involve other key staff in these events.</p> <p>Ability to anticipate problems with existing or proposed ways of working and suggest alternatives or solutions.</p> | <p>E</p> <p>E</p> <p>D</p> |
| <p>Teamwork and Motivation</p> | <p>Experience of training new members of staff.</p> <p>Ability to create new procedures and successfully implement them.</p> <p>Ability to encourage and motivate reception team members and provide appropriate feedback on performance when required.</p> <p>Ability to be flexible to take varying roles while pursuing the goals of the team.</p> <p>Enthusiasm for working with students and dedication to providing a great experience for students in LSE halls</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |
| <p>Communication</p> | <p>Ability to communicate effectively and appropriately with internal and external customers and colleagues with a good command of the English language both orally and in writing.</p> <p>Ability to respond effectively to customer queries and complaints.</p> <p>Experience of taking a proactive approach to liaising with colleagues in the division.</p> <p>Experience of delivering clear and consistent communication with team and colleagues.</p> <p>Confidently handle challenging conversations or situations and support the FHM in the process.</p> <p>Excellent face to face and telephone manner.</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |



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|---------------------------------------|---|----------|
| Initiative and Problem Solving | Ability to deal with a variety of problems and complaints as they arise. | E |
| | Calm under pressure and able to ask for support when needed. | E |
| | Proven judgement in referring issues and problems to line manager when appropriate. | E |
| | Ability to assist in dealing with a variety of emergency situations (e.g. fire evacuation, medical emergencies) including where situations are not anticipated within existing processes. | E |
| | Experience of sharing knowledge and best practices with peers, openly and effectively. | E |

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.